

Organizational Development Services

In an effort to support ITD's employees to do their best thinking and produce their most effective work, the Human Resource Development Unit offers a variety of support services to supervisors and managers. Training, which is often the first option considered by supervisors to address poor employee or workgroup performance and behavior, is only one of many interventions which might better improve behavior and performance.

In addition to training, HRD offers a variety of organizational development services which include but are not limited to:

- Workgroup problem diagnosis and customized interventions designed to address the root cause of a workgroup or individual employee performance or behavioral problem
- Performance management consulting, including help in writing effective performance goals specifically designed to address problematic behavior
- Planning for anticipated difficult supervisory/employee discussions
- Facilitating difficult meetings between supervisors and employees to ensure and enhance effective communication.
- Teambuilding for workgroups experiencing conflict, problematic communications, etc.
- Process improvement designed to specifically address and eliminate redundancy and inefficient steps within work processes
- Facilitating cross functional team meetings; assisting teams in effective problem solving, decision making and reaching consensus that can be sustained over the life of the project
- Facilitating problem-solving across divisions, sections, units

If you are interested in finding out more about these services, or would like to schedule a meeting to discuss a specific situation, please contact **Marcia Aitken at #8042 or Jim Phillips at #2008.**

